

MSAF - Medical Safety (to reduce confusion with M)

MSAF-C **COMPLICATIONS**

OUTCOME: The patient and/or family will understand the importance of preventing and managing medical errors.

STANDARDS:

1. Discuss with patients/family members that it is important for them to take an active role in their healthcare.
2. Discuss with the patient/family how to contact the appropriate healthcare provider with questions regarding medical therapy or potential medical errors.
3. Discuss with the patient/family when it is appropriate to go to the emergency room if a medical error, medication side-effect, or other emergency situation occurs as a result of medical treatments.

MSAF-FU **FOLLOW-UP**

OUTCOME: The patient and/or family will understand the importance of follow-up for medical safety.

STANDARDS:

1. Discuss the importance of maintaining follow-up appointments to minimize the risk of medical errors.
2. Discuss the importance of reviewing follow-up information such as laboratory results and other test results.

MSAF-I **INFORMATION**

OUTCOME: The patient/family will be able to identify their primary provider and the condition(s) for which the patient is being treated.

STANDARDS:

1. Emphasize the importance of knowing the identity of the physician in charge of the total care.
2. Assist the patient/family in identifying their primary physician.
3. Discuss the conditions for which the patient is being treated and methods of treatment being used as well as options available.
4. Refer to reliable resources for more information as appropriate.

MSAF-L LITERATURE

OUTCOME: The patient/family will receive literature about medical safety.

STANDARDS:

1. Provide parent/family with literature on medical safety.
2. Discuss the content of the literature.

MSAF-M MEDICATIONS

OUTCOME: The patient/family will understand that medications are a potential source for medical errors.

STANDARDS:

1. Discuss the importance of keeping a list of all current prescriptions and over-the-counter medicines, vitamins, herbs, traditional remedies, and supplements. Encourage the patient to bring this list and pill bottles to appointments for medication reconciliation and interaction review.
2. Discuss the importance of informing your providers of any allergies or adverse medication reactions that you may have experienced.
3. Discuss the importance of being able to identify medications by the name, strength, purpose, and dosing directions.
4. Discuss the storage of the medication, including the use of safety caps and non-safety caps, and keeping medicine and pill boxes out of reach of children.
5. Discuss the risks, benefits, and common or important side effects of the medication and follow up as appropriate.
6. Instruct the patient to check the medication labels each time medicine is filled to verify the patient's name on the medication and that medication labels are easily understood.
7. Discuss the importance of being able to take the appropriate amount of medication. Ensure dosage forms can be obtained (e.g., breaking tablets in half or using a pill cutter) and that appropriate measuring devices (e.g., pill boxes, oral syringes, droppers) are provided and instruction on their use given.

MSAF-P PREVENTION

OUTCOME: The patient/family will understand ways to prevent medical errors.

STANDARDS:

1. Discuss the types of medical errors:
 - a. Medicine
 - b. Surgery

- c. Diagnosis
 - d. Equipment
 - e. Lab reports
2. Explain that medical errors can occur anywhere in the healthcare system including the hospital, clinic, outpatient surgery center, doctor's office, nursing home, pharmacy, patient's home, and referral services.
 3. Discuss with patients/family members that it is important for them to take an active role in their healthcare.
 4. Discuss the importance of knowing who the patient may contact for medical advice and information.
 5. Discuss the importance of all healthcare workers being aware of your health and care and having your medical record available.
 6. Instruct patient that if necessary, a family member or friend may accompany them to their appointment.
 7. Explain that when possible, you should select a hospital that has experience in the procedures that you need.
 8. Emphasize the importance of proper hand washing in the prevention of disease transmission. Encourage the patient to ask the healthcare worker about hand washing if there are any concerns.

MSAF-TE TESTS

OUTCOME: The patient/family will understand the importance of knowing what test(s) will be performed, why they will be performed, and how to obtain the results.

STANDARDS:

1. Explain the specific test ordered and collection method. Emphasize the importance of knowing what tests will be done and why they will be done.
2. Explain to the patient how to obtain test results if they have not been provided.